



## Important Reminder: 2024 Provider Appointment Availability Survey (PAAS) – July 2024 through December 2024

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Alameda Alliance for Health (Alliance) values our dedicated provider partner community. We are committed to continuously improving our provider and member customer satisfaction.

QMetrics on behalf of the Alliance will administer the Provider Appointment Availability Survey (PAAS) on an annual basis. All health plans in California are required to survey providers to assess the availability of **routine** and **urgent** appointments.

### **About This Survey**

**Providers:** Alliance network providers include primary care providers (PCPs) and non-physician medical practitioners, specialist physicians (these change from year to year, dependent on DMHC methodology), psychiatrists, non-physician mental health (NPMH) providers, and ancillary providers (imaging/radiology or physical therapy).

**Methodology:** The Alliance contacts a randomized sample (and oversample, as appropriate) of network providers contracted with the Alliance as of **January 14 of the current year**. The Alliance will first fax/email the PAAS survey. We encourage our provider partners to respond to the initial fax/email survey request to avoid additional phone call outreach. If we do not receive a fax or email response within the first week of the survey request, the Alliance will follow up with a phone call.

Aside from the above methodology, providers have an option to participate in electronic data extraction for the survey. For more information, please reach out to the Alliance.

**Questions:** The survey solicits answers about the next available appointment<sup>1</sup> date and time for:

1. **Urgent and non-urgent services** for PCP, specialist, psychiatrist, and NPMH providers.
2. **Non-urgent services** for ancillary providers.

Appointment dates and times are collected at the location level for providers practicing at Federally Qualified Health Centers (FQHCs).

Provider offices are **contractually obligated** to complete the survey. Please note that non-responsiveness/refusal to comply with the survey may result in a corrective action plan.

Thank you for your attention and assistance in completing the PAAS.

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<sup>1</sup>Appointments can be either in-person or via telehealth.

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**Questions?** Please call the Alliance Provider Services Department  
Monday – Friday, 7:30 am – 5 pm  
Phone Number: **1.510.747.4510**  
**[www.alamedaalliance.org](http://www.alamedaalliance.org)**